



DSC@work

October-November-December 2003 • Issue Two



“I want you all to know how much I’ve appreciated all your work, and how much of an improvement I’ve seen at the Denver Service Center. You’ve done a great job.”

- NPS Director Fran Mainella addressing National Park Service Staff October 3, 2003 in Lakewood, CO

DSC Obligation Rate Continues to Improve

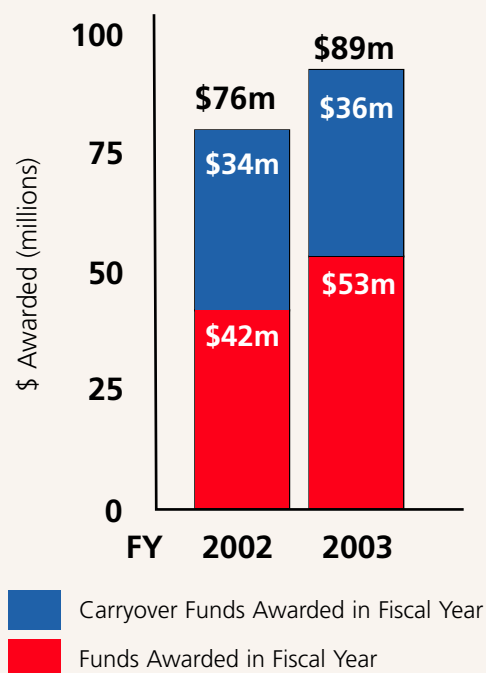
Based on the preliminary numbers tracking the Line Item Construction (LIC) Program, the Denver Service Center ended its 2003 fiscal year with a 17% increase in its overall awards from fiscal year 2002.

DSC awarded \$53 million of its 2003 LIC program, representing a 60% obligation rate for current year awards. DSC obligations for prior year projects were \$36 million, representing a 64% obligation rate.

Overall, DSC was responsible for 60% of the total fiscal year 2003 LIC program for the National Park Service. □

DSC Line Item Construction Program

Current Year Awards and Carryover



FROM THE DSC DIRECTOR'S DESK

As we reflect on the challenges encountered over the past year, I am proud to say that FY2003 proved to be a year in which the employees of the Denver Service Center showed their professionalism, strength and character in support of the planning, design and construction programs of the NPS. Our success was achieved with the challenges of an increased workload, flat budget, travel limitations, conducting the A-76 competitive sourcing study, and taking initial steps to realign the organization into business lines.

Any of these activities are often enough to slow the work or affect the efficiency of an office, let alone having them all occur at the same time. Our colleagues in the NPS may not have been surprised to hear about a dip in our obligation rate because of these forces impacting our workforce productivity and morale. But that's not what happened, as you can see in the article on DSC performance in this newsletter.

We objectively completed the performance work statement as required by OMB Circular A-76. We learned a lot about how we operate as a result of this study, and made decisions about how we can best provide services to parks and regions in the future. I appreciate that our efforts to realign the organization have been approached professionally, candidly, and for the most part with optimism by our employees. I am pleased that the overall service to our clients and customers has also improved, and it's something I continually hear from the parks and regions.

Is there more that is expected from us, that we can and should be contributing to the NPS absolutely! I'm looking forward to operating in our realigned organization because we will be more productive and accountable both to projects and programs. I thank you for your efforts on behalf of the National Park Service.



Information Management

DSC to Pilot Department of Interior I-Records Project

The Denver Service Center has been selected by the Department of the Interior (DOI) to pilot an electronic records management project titled "I-Records." The DOI's Office of Trust Records, Office of Historical Trust Accounting, the Bureau of Indian Affairs, and the National Park Service have collaborated on an interagency agreement to test the project at DSC. DSC has received \$600,000 in funding to support the off-the-shelf records management software for 300 FTE (including all DSC employees and some park and region FTE), and consulting services to implement the system.

DSC records and the Technical Information Center are being observed in this pilot because of the appealing nature of its records. Often technical and contractual in nature and representing all NPS units with its wide geography, the records of DSC are very similar to records found in other DOI bureaus, including the Bureau of Indian Affairs and Bureau of Land Management.

The pilot's goal is to identify a viable DOI-wide system for managing electronic records. The I-Records system is able to retrieve records via subject matter, author, date, and also provide optical character recognition so every word in a document can be searched and relevant documents retrieved.

The system will be compliant with the Americans with Disabilities Act, address the sensitivity of infrastructure documents (post 9/11), and have the ability to be responsive for Freedom of Information Act requests through the use of electronic redactions. It is also able to manage voice data, and will provide tracking records of its use. Where feasible, links to other related systems would be explored, including the Project Management Information System (PMIS) and others to be identified.

The Denver Service Center will benefit from this project by providing an opportunity to better manage and provide access to existing electronic records, convert some paper records to electronic format, and streamline document workflow for review and sharing of documents within DSC offices and with others.

The I-Records system should be implemented DSC-wide in March 2004, with a report to DOI regarding its functional capabilities and scalability of the system shortly thereafter. I-Records will enable DOI to move forward with a functional records management system. If the project is successful, it should enable NPS and other DOI agencies to rely on electronic records for archiving, and DSC will most likely become one of the first National Archives and Records Administration approved systems in the federal government. □

Jamestown Plans for Anniversary Altered with Hurricane Damage

Old visitor center closes with damage; DSC helps with temporary solution

Hurricane Isabel hit Colonial National Historical Park September 18, causing extensive damage throughout the park and Jamestown Island. The storm hit this area as planning and work for the 400th anniversary of the founding of Jamestown is fully underway. DSC has had and will continue to have extensive involvement with this large project.

Jamestown's 400th anniversary celebration will take place in 2007. New facilities, including an intermodal transportation facility, visitor center, observation building, joint collections and research center, and exhibit venues will be constructed for the event.

The new visitor center is funded under the line item construction program, with work slated to begin in July 2004.

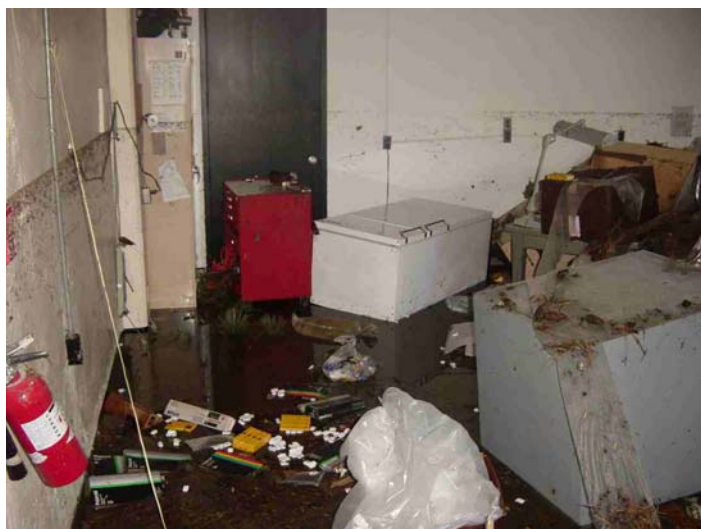
The park announced October 4 that the Jamestown Visitor Center would be closed permanently due to the damage sustained from the hurricane. The building suffered extensive water damage from the storm surge, with the rising water depositing more than five feet of water in the basement of the building. Significant damage was caused to the building and artifacts, and the building's mechanical equipment, including the electrical and HVAC systems, were destroyed.

This 28,000-square-foot visitor center was scheduled to be demolished after the new center is open. Repairing it is cost prohibitive in light of the new center.

An interim visitor station will be used until the new center is open. DSC's Contracting Services Division was asked to assist with the urgent procurement for this facility. DSC Contracting Officer Ed Tafoya went to the site and worked with the Incident Command Team and park staff for the contracting and procurement of a temporary visitor center.

The National Park Service and DSC are authorized to procure contract services to build a temporary visitor facility and office space under an emergency situation. Carlton Abbott & Partners was selected to provide design/build construction services for this temporary facility. This contractor is also currently under a separate contract to provide for complete planning and design services for the Jamestown 2007 Project.

The temporary facility will support park staff and visitor services until the new visitor center is open. The estimated amount of all contract services is expected to be less than \$500,000, and will include a series of modular units. The first of the modular visitor center units opened for park use October 15. □



Photos

Left: Flooding in Jamestown Visitor Center

Right above: Interim Visitor Contact Station at Jamestown

New Employees

David Thomas has joined the Denver Service Center's Contracting Services Division as a Contracting Specialist. Dave is joining the National Park Service from the Department of Defense, 377th Contracting Squadron, Kirtland Air Force Base, New Mexico. He was Lead Contract Specialist of Team "A" of the Base Support Flight. Dave retired from the United States Air Force at Francis E. Warren Air Force Base, Wyoming, after 22 years in the military. Following military retirement, he continued his support of the military as a civilian working at Kirtland Air Force Base. Dave spent 13 years of his military career in the Denver area while assigned to Lowry and Buckley Air Force Bases.

Kathy Markley has joined the Denver Service Center's Contracting Services Division as a Contracting Specialist. Kathy is joining NPS from the U.S. Geological Survey, where she was a Contract Specialist for three years. She has also worked as a Contract Specialist for Housing and Urban Development, and the General Services Administration, Colorado Service Center. Kathy began her federal career at the Department of Defense, DCMA, at the Martin Marietta plant in Waterton Canyon, CO. She graduated from Regis University in Colorado with a Bachelor of Science degree in Business Administration.

Congratulations

Kerri Cahill, an Outdoor Recreation Planner in DSC's Planning Business Line, has received her PhD in natural resource recreation management from Virginia Tech in Blacksburg, Virginia. Her research was in the areas of visitor use and experience, recreation ecology, and capacity planning. A primary research project was developing guidance for management prescriptions in NPS plans, which was designed to assist the revision of NPS Director's Order 2 for park planning. She also conducted research in several national parks including Cape Cod National Seashore and Acadia National Park, and protected areas in Patagonia, Chile.

Larry Walling to Join ASLA Council of Fellows. Larry Walling, Acting Chief of the Transportation Business Line has been elected to the American Society of Landscape Architects (ASLA) Council of Fellows, and will be inducted during the ASLA Annual Meeting, October 30-November 3, in New Orleans. Larry is one of the 35 new members to the Council of Fellows, a group of more than 600 landscape architects recognized by their peers for outstanding accomplishments in works of landscape architecture, administrative leadership, knowledge, and service to the profession. DSC has two other ALSA Fellows, **Joe Crystal** and **Carol Whipple**.



The ASLA commented about Larry in their 2003 Class of Fellows, stating

"Throughout his more than 25 years as a landscape architect with the National Park Service (NPS), he has consistently demonstrated leadership and ability as an accomplished administrator, designer, planner, author, speaker, mentor, and educator. Walling's leadership has produced outstanding national park facilities in areas from Hawaii to Maine. His work exemplifies the rich NPS design traditions of creating environmentally sensitive and timeless facilities. Work accomplished under his guidance has been recognized by regional and national awards and has been published in journals from *Landscape Architecture* magazine to *Engineering News Record*. He has also strengthened ties among public, private, and academic practitioners. Throughout NPS, he is sought out for his expertise and leadership capabilities, accumulating an impressive array of accomplishments he has achieved with the utmost integrity and without ceremony."

Ed Tafoya Receives DSC Director's Award.

Denver Service Center Director Dan Wenk presented Ed Tafoya with the DSC Director's Award for his outstanding work on behalf of the DSC and the National Park Service. This award is an acknowledgement from Dan, above and beyond divisional awards within the DSC, and is presented for an individual's excellence and dedication to their job.

Ed is a Contracting Officer in DSC's Contracting Services Division, and has worked for the NPS for more than 21 years. As he presented the award, Dan cited Ed's excellent customer service to those both inside and outside the NPS, his "can-do" attitude, and his outstanding dedication to DSC and the National Park Service.



Photo: (Left to right)

Dan Wenk, DSC Director; Ed Tafoya, DSC Contracting Officer; Dolly Fernandez, DSC Chief of Contracting Services

Sam Whittington Named Deputy Director. On September 22, Sam Whittington officially became the Deputy Director for the Denver Service Center. Sam has been with DSC since March 2002, and was previously DSC's Chief of Project Management.

Prior to joining NPS, Sam worked for the U.S. Fish and Wildlife Service (FWS) in a number of management and supervisory positions including Manager of the Service Engineering Center, Chief of Facilities Design, and Chief of the Mountain Prairie Region Division of Engineering. Sam earned a Bachelor of Science in Mechanical Engineering from Louisiana Tech University, was elected to the National Honor Fraternity for Mechanical Engineers, and is a Registered Professional Engineer. □

Training News

My Learning Manager Operating Service-Wide

The NPS Training and Development Program has launched the new learning management system, My Learning Manager (MLM). This online web-based application is designed to enhance and expand delivery of training and development opportunities. MLM allows individual employees to access course catalogues containing multiple learning opportunities, training event announcements, and register online for training events. MLM is available to all NPS employees and their supervisors. Participants from the DSC sponsored Managing the Design Process Through A/E's training (October 14-16) will have their MLM accounts documented and credited for completing the course.

You can access MLM through InsideNPS.gov. □

Around the Water Cooler

The Denver Service Center Program Review will be available on the internet and intranet the week of Oct. 27, 2003. This document describes DSC operations for fiscal year 2002, and will serve as the point of reference for future DSC annual reports. The document will be available online at www.nps.gov/dsc. □

e-fyi

Q: I just got a new computer at my workstation what happens to the old one?

A: Because most of these computers are no longer compatible with the NPS standard operating system of Windows XP, these computers are first offered to NPS or DOI through a network system. Computers are often cost prohibitive to send and cannot meet the technical needs of other offices. A description of the computer is then placed on the Computers for Learning Website, a national program that connects the registered needs of schools and educational non-profit organizations with available government computer equipment. Federal agencies use the website to transfer computers based upon indications of need. Computers from our building are sent to schools in Colorado, usually those with limited funding for technology programs. Once the hard drives are cleaned and all existing software and files are removed, the complete hardware system is donated. NPS organizations in Denver have donated more than 30 workstations in the last four months, with another 30 from DSC scheduled for schools by the end of the calendar year. To learn more about this program, please visit www.computers.fed.gov. □

DC Corner

The current number of NPS park units is 388. Here's a listing of recent changes (in sequence), followed by a listing of **pending** additions. □

New Units

- First Ladies National Historic Site, Canton, Ohio (#380)
- Rosie the Riveter/World War II Home Front National Historical Park, California (#381)
- Great Sand Dunes National Preserve, Colorado (#382)
- U.S. Virgin Islands Coral Reef National Monument, St. Thomas, Virgin Islands (#383)
- Governor's Island National Monument, New York (#384)
- Minidoka Internment National Monument, Idaho, transferred from Bureau of Reclamation (#385)
- Craters of the Moon National Preserve, Idaho (#386)
- Flight 93 National Memorial, Pennsylvania (#387)
- Cedar Creek & Belle Grove National Historical Park, Virginia (#388)

Units Pending

- World War II Memorial, Washington, DC (awaiting completion)
- Sand Creek Massacre National Historic Site, Colorado (awaiting land acquisition)
- Adams Memorial, Washington, DC (awaiting completion)
- Dwight D. Eisenhower Memorial, Washington, DC (awaiting completion)
- Ronald Reagan Boyhood Home National Historic Site, Illinois (awaiting land acquisition)
- Martin Luther King, Jr. Memorial, Washington, DC (awaiting completion)

Source: NPS Office of Communications

DSC@work is published bimonthly by the Denver Service Center's Information Management Business Line. Please send comments and article ideas to Samantha_Richardson@nps.gov.

2003

October						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

October . . .

13	▪ Federal Holiday: Columbus Day
14–16	▪ Training: Managing the Design Process through A/E's (DSC)
21–22	▪ PW Region work session (DSC)
23–24	▪ Competitive Sourcing Study Follow-up / FLHP Meetings (Washington, D.C.)
27–29	▪ NCR Region work session (DSC)
31	▪ Employee Association Chili Cook-off / Halloween Celebration (DSC)
30–Nov. 3	▪ American Society of Landscape Architects Annual Meeting (New Orleans)

November . . .

3	▪ Director's Brown Bag lunch (DSC - Room 283)
4–6	▪ DAB meeting (Washington, D.C.)
11	▪ Federal Holiday: Veteran's Day
13–14	▪ SE Region work session (Atlanta)
17–20	▪ Joint Ventures: Partners in Stewardship Conference (Los Angeles)
27	▪ Federal Holiday: Thanksgiving

December . . .

1	▪ Director's Brown Bag lunch (DSC - Room 283)
5	▪ NPS Alumni Christmas Lunch (Manor House, Lakewood)
9	▪ Holiday Celebration (Denver - Alameda Building)
16–19	▪ NE Region work session (Philadelphia)
25	▪ Federal Holiday: Christmas



National Park Service
U.S. Department of the Interior

Denver Service Center
12795 W. Alameda Parkway
P.O. Box 25287
Denver, CO 80225-0287

<http://www.nps.gov/dsc>
<http://inside.nps.gov/programs/dsc>